

SEWER BILL ADJUSTMENT GUIDELINES/POLICY FRANKFORT SEWER DEPARTMENT

As set by the City of Frankfort Code of Ordinances, sewer bill adjustments are only made for hardship cases. As such, this policy is to be used to assist in defining the process a sewer customer must follow to have a request for a hardship adjustment considered. Sewer bills are calculated based upon the water usage of the property resident and as a general guideline a request for an adjustment will not be considered unless the water usage for a particular month exceeds at least 200% of the highest month of the previous 12 months water usage.

The City of Frankfort Sewer Department will review requests for adjustments to sewer bills on a “case by case” basis. Customers who wish to have an adjustment made to their sewer bill must provide the following information to the Frankfort Sewer Department:

- A written application for a bill adjustment must be submitted to the Frankfort Sewer Department. A copy of the application form may be obtained from the Sewer Department or may be downloaded from the City of Frankfort web site, www.cityoffrankfortky.com.
- A written detailed explanation of the circumstances pertaining to the water loss must be attached to the application with an explanation of why this should be considered for a hardship adjustment,
- Copies of paid plumber’s invoice(s); paid contractor’s invoice(s), and/or receipts for parts to correct the problem must be attached to the application form.

It is extremely unlikely that the Frankfort Sewer Department will approve a request for an adjustment involving the following:

- Leaking or running commodes, showers, sinks or other circumstances where the leaking water has entered the sewer system,
- Crawl spaces and outdoor plumbing that are not properly winterized,
- Hot water heaters that are leaking due to age,
- Outdoor garden hoses that are left on,
- Watering of lawns during periods of drought,

A committee of Sewer Department employees will review all applications for hardship adjustments on at least a quarterly basis. Additional meeting of the committee may be scheduled should the need arise.

In the event that a hardship adjustment is approved, only one such adjustment shall be made for a billing address during a calendar year and an adjustment will be made for only one month’s sewer usage.